

PRV – Enrollment Processing Re-enrollment

Purpose:

The purpose of this procedure is for completing enrollment renewal. Each active tax identification number must complete enrollment renewal.

Identification of Roles:

Primary Role- The below procedure will be performed by the Provider Enrollment Team.

Performance Standards:

Path of Business Procedure:

Step 1: Receive completed Designated Contact Person (DCP) form via mail or fax.

- a. If received in the PRV 01 correspondence queue, click on user task enrollment correspondence, document will move to PRV 03 correspondence.
- b. In the PRV 03 correspondence queue select user task reindex and select DCP form, document will move to the PRV 03 DCP form queue.
- c. If received in the PRV 01 fax queue select user task reindex and select correspondence, document will move to PRV 01 correspondence queue, move to the first bullet.

Step 2: PRV 03 DCP Forms (queue in OnBase)

- a. Double click on first document in queue
- b. If document is not complete, or a DCP already exist- email document back to sender using the email address on the form. Include in your email what information is missing or DCP already exist.
- c. If document was incomplete and email sent, double click on user task recycle.
- d. If DCP form is complete move to next step.

Step 3: PRV 03 DCP Forms (complete)

- a. Log into IMPA
- b. Select Manage-Administration
- c. Tax Entities tab
- d. Enter the Tax ID number from the DCP form, if DCP already exist, move to step 2b. If no DCP move to next step.
- e. Click NEW DCP
- f. Enter the Tax ID from the DCP form, click save
- g. Enter the information from the DCP form, click save
- h. Click on Manager PINs
- i. Click on New
- j. Select Application drop-down-select **Corp Admin**

- k. Select role from drop down- select role **enrollment user or signatory**
- l. Enter the number requested on the CDP form in occurrence
Repeat for each role type
- m. Check the box email PINs to DCP after creation
- n. Click on save-an email will be sent to the DCP
- o. Reference the DCP/PIN- enrollment renewal document on the PRV share drive for instructions on how to edit or search for an existing DCP

Step 4: PRV 04 E-Form Holding

- a. After the provider has completed all the necessary steps on IMPA an e-form is sent to OnBase PRV 04 E-form Holding. If the provider is not required to submit documentation or no IME review is needed the provider has successfully completed re-enrollment. If documentation or IME is required the e-form will pend in this queue waiting for provider to submit documentation.
- b. **No action is needed in this queue**

Step 5: PRV 04 Prescreen

- a. Open OnBase-select PRV 04 lifecycle
- b. Click on a document
- c. Double click on user task "Enter Keywords". Enter the Tax ID or Social Security Number (SSN). Click on submit the document will move to PRV 04 Re-enrollment Work queue. Documentation received in OnBase without a bar-code or if the bar-code did not read properly will be sent to PRV 04 Prescreen queue.
- d. If the document is not for re-enrollment double click on user task "Reindex"-select from the drop down the document type and the document will be sent to that workflow for processing. (documents will be sent to PRV 01 lifecycle)
- e. Attach by Packet user task- documentation returned as a result of a missing information letter use this task to attach to packet. (document will move back to PRV 04 my desk of the user who pended the packet)

Step 6: PRV 04 Re-enrollment Work

- a. Select a document
- b. Double click on the user task "Give me Work"
- c. Selected document will move to my desk in PRV 04

Step 7: PRV 04 My Desk

- a. Select a document
- b. Review packet complete, if yes move to step 9. If missing required documentation move to step 8.

Step 8: Missing required documentation

- a. If missing required information click on user task "create Letter"
- b. An e-form will be displayed. Enter the providers address information and click on save.
- c. Enter the missing information on the letter

- d. Print and mail letter
- e. Click on user task "Pend"
- f. Document will be stored in PRV 04 Pend queue for 30 days. After 30 days the document will move back to My Desk of the user who pended the packet. Move to step 7 if the document is sent back to your my desk.
- g. Repeat step 7 and 8, if returned again try to contact the provider by telephone.
- h. If unable to contact provider escalate to enrollment supervisor.

Step 9: Packet complete

- a. If packet complete log into IMPA
- b. Hover over file and click on reenrollment
- c. Enter the Tax ID
- d. Click on select in the grid below
- e. Click on Renewal Package Review
- f. Next to each required document is a drop down-select "verified"
- g. Once all the required documents are verified the IMPA reenrollment status will change to complete
- h. Click on the document in OnBase and double click on the user task "complete". Complete sends document to the PRV 04-complete queue.

Forms/Reports:

470-5112

RFP References:

None

Interfaces:

OnBase
IMPA

Attachments:

